

PRV - Provider Enrollment Pharmacy Provider Portal Verification

Purpose:

The purpose of this procedure is to verify the requestor is an enrolled and active Iowa Medicaid provider. Once verification is completed their information will be sent to Point of Sale (POS) for access to the pharmacy provider portal.

Identification of Roles:

Primary Role- The below procedure will be performed by the Provider Enrollment team.
Secondary Role- Supervisors and Teams Leads will be cross-trained in the function.

Performance Standards:

N/A

Path of Business Procedure:

Step 1: Receive the scanned document in the PRV 03 correspondence queue on OnBase

Step 2: Review document for completeness

- a. Open PRV 03 correspondence queue on OnBase
- b. Select document
- c. The letter must be on letter head and include:
 1. National Provider Identifier Number (NPI)
 2. Provider Type
 3. Tax Identification Number (TIN)
 4. Name and address of the primary practice site
 5. Telephone number
 6. E-mail address
 7. Signature
- d. If complete move to step 3
- e. If missing information move to step 4

Step 3: Verify NPI

- a. Open MMIS provider master file 9
- b. Enter NPI
- c. If active and one of the approved provider types double click on the user task "Send to POS"
- d. If not active or one of the approved provider types move to step 4

Step 4: Call or Email

- a. Call or email provider. (use contact information on the letter received)
- b. Select the document in OnBase
- c. Double click on the user task "Give me work"
- d. After moved to your desk, select the document and double click on the user task "Enter Keywords" complete the E-form
- e. Add a note to the document and include the following: If you call who you spoke to, if you email attach email to document in OnBase. Advise them their request for the pharmacy portal access will not be completed until a new request is submitted with all the required information or why it is being denied.
- f. After you have contacted the provider of the denial or new request needed double click on the user task "Complete"

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

OnBase

Point of Sale

Attachments:

Process map

Enrollment Processing Pharmacy Provider Portal Request

